

Hello Agency Support Staff & Management Teams,

Issue

Since Apple iOS v.6.0 was released, Apple and Microsoft have reported issues involving device security and performance issues, ActiveSync Calendaring issues, and issues with specific versions of iOS causing Exchange ActiveSync performance issues too. Anyone of these issues could be causing issues with agency users and they are impacting CTS's Exchange 2010 servers – excessive logging.

Impact

Over 70% of ActiveSync devices currently in use are using Apple iOS operating systems – approx. 1,600+ devices. Approx. 790 devices/users are below iOS v. 6.1.3

Resolution

These devices need to be upgraded immediately to v. 6.1.3. Below are links to the Apple web site where these upgrades can be downloaded and installed on devices, a link to Apple site that provides detailed instruction on how to upgrade an iPhone, iPad, or iPod Touch, and a link to an Apple site that provides other details on iOS and Exchange ActiveSync.

CTS Messaging will monitor the progress of the upgrades and will send out a report to impacted agencies in 2 weeks a list users/devices not yet upgraded to iOS v. 6.1.3. Agencies have the ability to pull this data at any time using PowerShell command[s]. Please see the 'ActiveSync Must Know PowerShell Command' link on the CTS ActiveSync web site:

<http://cts.wa.gov/products/communications/activeSync.aspx>

- **iOS v. 6.1.3 update**
<http://support.apple.com/kb/DL1646>
- **iOS: How to update your iPhone, iPad or iPod touch article**
<http://support.apple.com/kb/HT4623>.
- **Exchange ActiveSync and iOS Devices**
<http://help.apple.com/iosdeployment-exchange/mac/1.1/?lang=en-us>

NOTE: Device upgrades must use one of the following methods:

- 1. Be connected to a wi-fi network during the entire upgrade process to do OTA upgrades – takes approx. 2-3 minutes per device.**
- 2. Use iTunes and connect a device to PC to perform the upgrade.**
- 3. Use the Apple Configurator tool.**

Important

CTS is asking agency mobile support staff to start upgrading all new Apple devices to the most current level of the OS before they are deployed to the end users to lessen the impact in the future. Agencies might consider this same course of action on Android devices too.

If you have any further questions, please contact the CTS Service Desk and open a ticket
Servicedesk@cts.wa.gov 360-753-2454